



# Support for Carers in Bournemouth, Christchurch, Poole and East Dorset

## REGISTERING AS A CARER

The purpose of this factsheet is to inform carers living in Bournemouth, Christchurch, Poole and East Dorset of local and national support services and organisations.

As a carer, you have a right to ask for an assessment of your needs. It is important that your health and wellbeing is maintained and that you are supported in your caring role.

For further information about caring, details of training courses, support groups and carers social events, and access to the Carers Card Scheme:

Bournemouth Carers Support Service: 01202 458204

<https://www.bournemouth.gov.uk/AdultSocialCare/Carers/Servicesforcarers.aspx>

for an initial assessment of your needs as a carer. If you have an emergency you can also call the out-of-office-hours Emergency Duty Team on 01202 657279.



## HELP & CARE CONTACT DETAILS

Help us to help you

As a charitable organisation Help & Care relies heavily on the donations and goodwill of the local community. However large or small, every gift makes a difference!

Please contact us using the contact details below if you would like information about:

- *How to make a one off donation or*
- *How to set up a regular monthly donation or*
- *How to remember us in your Will*

Help & Care contact details

Help & Care offer a range of services and factsheets to older people, carers, and disabled people across Dorset. If you would like to know more about our information and support services, Advocacy, and our Handiworks Plus services, or you would like a copy of this factsheet in your own language, large print, Braille, or on audio tape or compact disc please contact us on the details below.

By telephone: 0300 111 3303

By fax: 01202 432299

Opening hours are: Monday - Thursday 9am -5pm and Friday 10am - 4.30pm. Answering machine available outside these hours.

Textphone for hard of hearing: 01202 416047

Email: [contact@helpandcare.org.uk](mailto:contact@helpandcare.org.uk)

Website: [www.helpandcare.org.uk](http://www.helpandcare.org.uk)

Use the "Contact" form within the website to let us know how best we can help you.

Contact by post: Help & Care, The Pokesdown Centre, 896 Christchurch Road, Bournemouth, BH7 6DL

You can also make an appointment to call in and see us at The Pokesdown Centre, Bournemouth.

This information has been researched and produced by Help & Care and was believed to be correct at the time of production. Inclusion does not imply a recommendation by Help & Care.

*Last IS Review in August 2012. Next total review due August 2014.*

*Latest amendment added: October 2017.*



# SUPPORT FOR CARERS VIA ADULT SOCIAL CARE AND LOCAL PROVIDERS

## Carers Concession Card Scheme

As a carer in Bournemouth, Poole, or Dorset you are eligible for the Carers Card Scheme which gives you access to discounts on a range of goods and services such as:

- *days out and activities*
- *travel and holidays*
- *health and beauty*
- *sport and fitness*
- *places to eat and drink*

The card will be sent to you when you join the Carers Information Service, further information is available from the Carers Centre (see below) or <https://www.mylifemycare.com/carers-card> or contact 01305 221016.

## Carers in Crisis

Carers in Crisis is a free to join service provided by Adult Social Care across Bournemouth, Poole, and Dorset as an emergency back-up plan to help the person you care for. If you the carer are taken ill, have an accident, or are unable to provide your normal level of care due to an emergency Carers in Crisis can provide support. The service call centre is available 24hrs a day, 7 days a week, and when contacted staff will put in place actions agreed by you to ensure your cared for person is informed of the situation and that their care needs are met. As part of the scheme you will be

provided with a card and a key fob showing you are a carer, with the call centre number and your unique reference number. In the event of an emergency anyone can contact the call centre on your behalf. For further details contact your local Adult Social Care office to register:

Bournemouth Carers Support Service: 01202 458204

Poole Adult Social Care Help Desk: 01202 633902 or email: [sshelpdesk@poole.gov.uk](mailto:sshelpdesk@poole.gov.uk)

Or you can register online at: <http://www.crispweb.org/carers-forms/join-carers-information-service.aspx>

General support, information and advice for carers is available from:

The Carers Centre (CRISP)

St Ambrose Cottage

Alumhurst Road

Westbourne

BH4 8ER

Tel: 01202 458204

Pop-in available on Tuesday 2 – 4pm and Friday 10am – 12pm for carers of Bournemouth, Christchurch and Poole residents. No need for an appointment, just come along. Refreshments provided. Carers Support Service available Monday – Friday during office hours. Some pop-ins have themes so please check first by calling 01202 458204.

#### Carers' Social Groups

- *Care Free Choir – Monday 10.30am – 12 noon at St Osmund's Church, Parkstone, contact Chrissy on 07840976584.*
- *Carers Reading and Social Group – 1<sup>st</sup> Tuesday of the month between 2pm -3pm at Rossmore Library, Herbert Avenue, BH12 4HR. Contact Pauline Lawrence on 01202 280441, email [paulinegibbons59@hotmail.co.uk](mailto:paulinegibbons59@hotmail.co.uk)*
- *Carers' Social Group – last Wednesday of the month, between 2.30pm – 4pm*

at Canford Heath Library, Mitchell Road, Canford Heath, Poole BH17 8UE. Contact 01202 678955.

- *Coffee and Conversation for Men – 3<sup>rd</sup> Thursday of the month between 10am – 12 noon at The Leonardo Trust, 5 Duneats Road, Broadstone, BH18 8AA. Contact Support for Carers at Leonardo Trust on 01202 698325, email [info@leonardotrust.org](mailto:info@leonardotrust.org).*
- *Coffee for Carers – 2<sup>nd</sup> Wednesday of the month, between 10am – 12 noon at the Leonardo Trust, 5 Duneats Road, Broadstone, BH18 8AA. Contact The Leonardo Trust on 01202 698325, email [info@leonardotrust.org](mailto:info@leonardotrust.org).*

Residents of Christchurch and East Dorset need to contact Dorset Direct on 01305 221016.

Help & Care, The Pokesdown Centre, 896 Christchurch Road, Bournemouth, BH7 6DL

Tel: 0300 111 3303, Email: [contact@helpandcare.org.uk](mailto:contact@helpandcare.org.uk), <https://www.helpandcare.org.uk/>

Caring for a loved one or relative can be hard work, so Help & Care are here to support carers in as many ways as we can, be it giving information and advice, advocacy and support, or practical help with home repairs or adaptations. Call 0300 111 3303 for

information and advice or to discuss any concerns you may have, or visit our website for:

- *Factsheets; "Carers' Rights and Assessments", "Carers Allowance", and "Training and Practical Support for Carers".* <https://www.helpandcare.org.uk/services/information-and-signposting/>
- *Advocacy* <https://www.helpandcare.org.uk/services/support-planning-and-advocacy/>
- *Handiworks Plus* <https://www.helpandcare.org.uk/services/home-and-gardening-maintenance/>

You can also pop in to our office if you wish, or call to make an appointment.

Leonardo Trust, 5 Duneats Road, Broadstone, Poole, Dorset, BH18 8AA

Tel: 01202 698325, Email: [info@leonardotrust.org](mailto:info@leonardotrust.org) <http://leonardotrust.org/>

Independent local charity to help carers in Dorset who care for a sick or disabled relative or friend at home. Funding available to help with a variety of needs, information and advice about your caring role, access to local services. Contact office for further information.

#### Support from your GP Surgery

You can also register as a carer at your GP surgery. Many surgeries have a dedicated member of staff within the practice (sometimes called a Carers Lead) who can advise patients on how the practice can support your caring needs.



# HEALTH (SPECIFIC CONDITION) RELATED SUPPORT GROUPS

There are national and local health related charities and service providers who support locally based patient and/or carer support groups. Some are run directly by local people affected by some long-term conditions and some are run from a head office/call-centre who sign post callers to a locally based representative. Below are details of services offered in the Bournemouth, Poole, Christchurch & East Dorset area.

## Cancer Support

About Face, The About Face Centre, 111 Longfleet Road, Poole, BH15 2HP, Tel: 01202 677340, Email: [contact@about-face.info](mailto:contact@about-face.info) <https://www.about-face.info/>

A local independent registered charity set up to give help and support to patients experiencing head and neck cancer, and their families and carers. Group support and one to one support is available from volunteers who have already experienced cancer. Support is offered to people throughout Dorset, Hampshire, Wiltshire and East Devon.

After Glow – post - radiotherapy support, Greenhouse Hotel, 4 Grove Road, Bournemouth, BH1 3AU.

A support group for patients, family and friends following radiotherapy treatment. Group members come from across Dorset, and the group provides friendship and support, information and advice, and a chance to socialize. The group meets every 2<sup>nd</sup> Monday of the month between 2pm – 4pm. For further information contact Mandy on 01202 448790.

Christian Cancer Care, Christchurch Baptist Church, Beaconsfield Road, Bargates,

Christchurch, BH23 1QT, Tel: 01202 487442 – Church Office – Mon, Tues, Fri 9.30am – 5pm, Wed, Thurs – 9.30am – 1pm. Email: within website

<http://www.christchurchbaptist.org.uk/activities-and-outreach/cancer-care/>

Christian Cancer Care is a group of people who have at some time in their lives experienced cancer or have cared for someone with cancer. The group offers mutual support to people affected by cancer and a chance to gain information and advice about what services are available to you locally and nationally. There are also many opportunities to socialize with others who understand what it is like to live with cancer.

## Colostomy Support Group of Dorset (CUPID)

CUPID is a local support group offering informal “get togethers” for people with stomas or ileo-anal pouches, and their families, friends, and carers. The group is run by trained volunteers who are all ex-patients and who know what it is like to live with a stoma. It is an opportunity to meet up, exchange information, and socialize. The group meets at:

Bournemouth Group: Iford Baptist Church, Old Bridge Road, Iford, Bournemouth, BH6 5RG, Tel: Beryl Andrews - 01202

483303.

Poole Group: Lounge Room, Longfleet Baptist Church, 138 Wimborne Road, Poole, BH15 2EX, Tel: Jenny Pipe - 01202 740440

Contact coordinators for full details of times of meetings.

Dorset Macmillan Advocacy – is delivered by Help & Care in partnership with Dorset Advocacy. It supports people in Bournemouth, Poole and Dorset who are over 50, and are affected by cancer. Also supports carers (of any age) of anyone affected by cancer. For further details contact 0300 012 0256, email: [macmillan@helpandcare.org.uk](mailto:macmillan@helpandcare.org.uk) or go online at <https://www.helpandcare.org.uk/services/support-planning-and-advocacy/dorset-macmillan-volunteers-voices/> .

#### Dorset Myeloma Support Group

An established support group for people affected by Myeloma and their carers. The group meets at The Barrington Centre, opposite Tesco in Ferndown, on the last Friday of the month at 2pm. Parking is available in Tesco's carpark. For further information contact Jacqui Holmes on 01202 603605, or email: [group.leader.dorsetmyeloma@gmail.com](mailto:group.leader.dorsetmyeloma@gmail.com) . Information about Myeloma is also available at <https://www.myeloma.org.uk> or by calling 0800 980 3332.

Lewis Manning Hospice Carers Group, Lewis Manning Hospice, 1 Crichel Mount Road, Poole, BH14 8LT, Tel: 01202 708470, Email within website: <http://lewis-manning.co.uk/our-services/carers-group/> .

The Lewis Manning Carers Group offers support to you and the person you care for at any stage of your cancer journey. The group is an opportunity for carers to meet regularly and share experiences with others who understand, a chance to share information and develop social networks.

#### Dementia Support

If you are caring for someone who has dementia or who you think may be developing a dementia related condition you should first speak to your/their GP or social worker/care manager about your concerns. They can then refer your cared for person to the Community Mental Health Team – Older People (CMHT-OP) who can assess the situation and then put in place further support and services to support the person you care for, helping you in your caring role. Contact: Bournemouth CMHT-OP Kings Park Hospital, 01202 705568, Christchurch CMHT-OP Fairmile House 01202 858158, East Dorset 01202 639560, Poole CMHT-OP 01202 305115.

#### Alzheimer's Society – Dorset

Alzheimer's Society run a variety of services throughout Dorset for people affected by dementia, their families and carers. Groups range from walking groups, memory cafés, groups for younger people affected by dementia, singing for the brain groups, to name but a few. Most groups are run by a facilitator and take place at local cafés, restaurants, or pre-arranged places to meet up. The groups are an ideal place to meet up with people who understand what it is like to be living with dementia, an opportunity to get information and advice, and a chance to socialize. The venues may change from time to time so to be sure of finding a group in your area contact Alzheimer's Society – Dorset on 01202 764352, email: [dorset@alzheimers.org.uk](mailto:dorset@alzheimers.org.uk) or go online: <https://www.alzheimers.org.uk/> .

Further information about coping with dementia is available nationally from the Alzheimer's Society National Dementia Helpline on 0300 222 1122.

## Melodies for Memories

Melodies for Memories Groups offer a range of activities that benefit people with memory loss and their carers by offering the opportunity to meet up and enjoy music with people who understand what it is like to be affected by dementia. The sessions are run by someone who is trained in music for people with memory problems, exploring different types of well-known music and songs. For more information about groups taking place near you contact Judith Livingstone 01202 530530 or email [judith.livingstone@ageukbournemouth.org.uk](mailto:judith.livingstone@ageukbournemouth.org.uk) , or visit <https://www.ageuk.org.uk/bournemouth/activities-and-events/> .

## Memory Support and Advisory Service

A Dorset-wide Memory Support and Advisory Service designed to meet the needs of people affected by dementia, their families and carers. People can self-refer or be referred by their GP. The service is run by the Alzheimer's Society across Bournemouth, Poole, and Dorset. Services include:

- *One-to-one support*
- *Memory Cafés*
- *Training for carers*
- *Pop-up groups for people living with dementia and carers*
- *Supporting the creation of dementia friendly communities*

For further information contact 0300 123 1916 or email [dorset@alzheimers.org.uk](mailto:dorset@alzheimers.org.uk) .

## Diabetes Support

If you think you may be suffering from Diabetes you should visit your GP who will be able to make a diagnosis or refer you for the necessary tests. Many GP surgeries run clinics for diabetics to enable patients to monitor and receive information about their condition. Your GP may also refer you to the Diabetes Clinic at a local hospital where Diabetes Nurse Specialists are available to offer information, advice and training to people with diabetes and their carers. Below are details of the local contacts:

For areas Bournemouth, Christchurch, and East Dorset (dependent on your choice of hospital).

Bournemouth Diabetes & Endocrine Centre (BDEC), Royal Bournemouth & Christchurch Hospital, Castle Lane East, Bournemouth, BH7 7DW, Tel: 01202 704400 – BDEC Reception, 01202 704888 – Nurse Specialists, Email: [contactus@b-dec.co.uk](mailto:contactus@b-dec.co.uk)

[http://www.rbch.nhs.uk/our\\_services/clinical\\_services/bdec/diabetes.php](http://www.rbch.nhs.uk/our_services/clinical_services/bdec/diabetes.php)

For areas Poole, Swanage, Wareham and East Dorset (dependent on your choice of hospital)

Diabetes Nurse Specialist, Diabetes Centre – Philip Arnold Unit, Poole Hospital, Longfleet Road, Poole, BH15 2JB, Tel: 01202 448060 – Reception, Tel: 01202 448063 - Nurse Specialist, [www.poole.nhs.uk](http://www.poole.nhs.uk) .

## Diabetes UK

Specialist advice and information about living with diabetes. Details about local support groups and regional offices, option to join national on-line forum, up to date research and information about living with diabetes. For further details contact:

Diabetes UK Helpline on 0345 123 2399, Email: [helpline@diabetes.org.uk](mailto:helpline@diabetes.org.uk)



[https://www.diabetes.org.uk/how\\_we\\_help/helpline](https://www.diabetes.org.uk/how_we_help/helpline)

Diabetes UK (South West), Victoria House, Taunton, TA1 3FA, Tel: 01823 448260

Email: [south.west@diabetes.org.uk](mailto:south.west@diabetes.org.uk) [https://www.diabetes.org.uk/In\\_Your\\_Area/South\\_West](https://www.diabetes.org.uk/In_Your_Area/South_West) .

Information and advice about diabetes, access to local support groups.

#### Parkinson's UK – Poole & District

The Poole and District branch of Parkinson's UK offer information, support, and friendship to local people with Parkinson's, their families and carers. Regular social activities and exercise classes are also available, offering the opportunity to meet other people affected by Parkinson's in your area. Groups available include:

Bournemouth and Poole Younger Persons' Group – for working age people affected by Parkinson's, meets last Thursday of the month at 7.30pm at various venues. Contact Susan Hawes on [susanhawes21@gmail.com](mailto:susanhawes21@gmail.com) or Jane Henderson, Volunteer Co-Ordinator on 0344 225 3694 [vc.west2@parkinsons.org.uk](mailto:vc.west2@parkinsons.org.uk) .

Bournemouth Drop-in Group – meets at the Hotel Miramar, Grove Road, East Overcliff Drive, Bournemouth, BH1 3AL on the second Wednesday of the month between 2pm – 3.30pm. For further information contact Jane Henderson, Volunteer Co-Ordinator on 0344 225 3694 [vc.west2@parkinsons.org.uk](mailto:vc.west2@parkinsons.org.uk).

Local Social group – call 01202 946888 or email [pooleparkinsons@gmail.com](mailto:pooleparkinsons@gmail.com)

Other useful Parkinson's contacts:

Parkinson's Nurse advice line 01202 448012, email [pd.helpline@poole.nhs.uk](mailto:pd.helpline@poole.nhs.uk)

Local practical help and advice contact Paula Wright on 0344 225 3760, email [adviser7.southwest@parkinsons.org.uk](mailto:adviser7.southwest@parkinsons.org.uk)

Volunteering enquiries: Jane Henderson, Volunteer Co-Ordinator on 0344 225 3694 [vc.west2@parkinsons.org.uk](mailto:vc.west2@parkinsons.org.uk).

Parkinson's UK Helpline: 0808 800 0303 <https://www.parkinsons.org.uk/>

#### Stroke Support

Stroke Association, Stroke House, 240 City Road, London, EC1V 2PR

Helpline: 0303 3033 100, Email: [info@stroke.org.uk](mailto:info@stroke.org.uk) <https://www.stroke.org.uk/>

Information and support for people affected by Stroke, T.I.A/minor strokes. Details of current research, links to local services to help with recovery, and information for carers of Stroke survivors, details about local meet up groups.

Stroke Assoc Groups in Dorset include:

Dorset Community Stroke Service, 844 Wimborne Road, Moordown, Bournemouth, Dorset, BH9 2DS.

Stroke Co-Ordinator – contact Timi Kohalmi on 01202 636752 or email: [timea.kohalmi@stroke.org.uk](mailto:timea.kohalmi@stroke.org.uk) .

Information, Support and Advice – contact Tracy Palmer on 01202 636752 or email [tracie.palmer@stroke.org.uk](mailto:tracie.palmer@stroke.org.uk)

Communication support – contact Faye Wright on 01202 636753 or email: [faye.wright@stroke.org.uk](mailto:faye.wright@stroke.org.uk) .

Dorset Speakability Group, Longfleet Baptist Church, 138 Wimborne Road, Poole, BH15 2EQ. Contact: Patricia Scott on 01202 735 552, Email: [davidandpat.scott@btinternet.com](mailto:davidandpat.scott@btinternet.com)

A support group for people affected by Aphasia and other communication difficulties following Stroke or other neurological conditions. Meets on Wednesdays between 11am – 1pm.

Kingsley House Dysphasia Support Group, Kingsley House, 21 Coronation Avenue, Bournemouth, BH9 1TB.

Meets every Thursday 2pm – 4pm. This group concentrates on helping people who have had a stroke with communication problems. Contact Beverly Turvey on 01425 475998 for more information.

Wimborne Stroke Support Group, Wimborne Scout Hall, Station Road, Wimborne, BH21 1QU meets monthly on a Wednesday between 10.30am – 12.30pm.

Winton Stroke Support, The Place Next Door Community Centre, Latimer Road, Winton, Bournemouth, BH9 2PP, Tel: 01202 517989, Email: [winton@salvationarmy.org.uk](mailto:winton@salvationarmy.org.uk) <https://www.salvationarmy.org.uk/winton>. Stroke Support Group meets on a Friday between 10am – 2.30pm, entertainment, games, lunch and refreshments provided. A small charge is made to cover costs. For further information contact 01202 517989.



## OTHER HEALTH CONDITION SUPPORT GROUPS/ORGANISATIONS

BackCare, Monkey Puzzle House, 69 – 71 Windmill Road, Sunbury-on-Thames, TW16 7DT, Tel: 0845 130 2704 – Helpline Monday – Friday 9am – 5pm, 0208 977 5474 – Admin, Email: [info@backcare.org.uk](mailto:info@backcare.org.uk)  
<http://www.backcare.org.uk/i-have-back-or-neck-pain/>

BackCare is a national charity that helps people manage and prevent back pain by:

- *Providing evidence based information*
- *Promoting best practice in the prevention and management of back pain*
- *Online shop for books and equipment*
- *Find a practitioner facility*

Bladder and Bowel UK, Burrows House, 10 Priestley Road, Wardley Industrial Estate, Worsley, M28 2LY, Helpline: 0161 607 8219, Email: [bladderandboweluk@disabledliving.co.uk](mailto:bladderandboweluk@disabledliving.co.uk) <http://www.bladderandboweluk.co.uk/>. National charity providing information and support for people with bladder and bowel disorders, their carers, families and healthcare professionals. Free delivery off products from the online shop and free RADAR key.

Bournemouth Tinnitus Group, East Cliff United Reform Church, Holdenhurst Road (opposite travel interchange/ASDA), Bournemouth, BH8 8AW, Tel: Jean – 01202 468480, Email: [enquiries@bournemouthtinnitus.co.uk](mailto:enquiries@bournemouthtinnitus.co.uk) <http://www.bournemouthtinnitus.co.uk/home.php>.

Meetings are held on the 4<sup>th</sup> Wednesday of the month between 2.15pm – 4pm. There is no meeting during August. The group is a good place to meet up and socialize with other people affected by tinnitus, and get information and advice about the condition. The group serves an area within a 20 mile radius of Bournemouth and/or BH postcodes.

### Dorset Lupus Group

Self-help and fundraising group for people with Lupus and associated conditions, their carers, family and friends. Access to a range of information and advice about living with Lupus. For information about the local support group go online to <http://www.dorsetlupus.com/> or contact one of the representatives for a chat:

Helen Bifield – 01202 696299 – Bournemouth, Poole, East Dorset

Jean Durrant – 01258 860565 – North Dorset

Rosemary Smeeton – 01305 821688 – West Dorset, Purbeck

Dorset Lupus is affiliated to the national charity Lupus UK which has a wealth of information about the condition and holds national events to inform patients and raise awareness and funds for research. Lupus UK can be contacted at:

Lupus UK, St James House, Eastern Road, Romford, RM1 3NH, Tel: 01708 731251, Email: [headoffice@lupus.org.uk](mailto:headoffice@lupus.org.uk)  
<https://www.lupusuk.org.uk/>

Dorset M.E. Group, Group Administrator, 25 Mariners Way, Chickerell, Weymouth, Dorset, DT3 4LS, Tel: 01305 777670,  
Email: [help@dorsetmesupport.org.uk](mailto:help@dorsetmesupport.org.uk)

<http://www.dorsetmesupport.org.uk/>

The group works in partnership with the NHS to provide support, information and advice to people affected by CFS (Chronic Fatigue Syndrome) and ME (Myalgic Encephalopathy). Informal Link Groups offer informal meetings at local venues for members to meet and socialize. There are also organized activities tailored to the needs of people with CFS/ME and medical lectures from speakers with knowledge of CFS/ME. The Dorset NHS CFS/ME service is available to both adults, and children and young people. The service for children and young adults runs from two centres; Dorset County Hospital, and Poole Hospital, there are clinics for adults at Wareham Community Hospital with a consultant and specialist doctor. Referrals are made via your GP for both adults and children.

Epilepsy Action, New Ansty House, Gate Way Drive, Yeadon, Leeds, LS19 7XY, Helpline: 0808 800 5050,  
<https://www.epilepsy.org.uk/>

National charity for people affected by epilepsy offering advice, information and support. National helpline is open Monday – Friday 8.30am – 5.30pm. A local support group is available in Bournemouth and Poole and meets at Parkstone Christian Centre, Commercial Road, Poole, BH14 0JW on the second Tuesday of the month between 7pm – 9pm, contact Mark or Kamlesh Adams on 01202 861925 or mobile 07833663051.

FMA UK (Fibromyalgia Assoc UK), Studio 3007, Mile End Mill, 12 Seedhill, Paisley, PA1 1JS <http://www.fmauk.org/>, Helpline: 0300 999 3333 – Mon – Friday 10am -4pm. Benefits Helpline: 0300 999 0055 – Mon, Wed, Friday 10am – 12pm. Information, advice and support from others who understand what it is like to live with Fibromyalgia. Details of local support groups in your area.

UK Fibromyalgia, 7 Ashborne Road, Bournemouth, BH5 2JS, Email: [info@ukfibromyalgia.com](mailto:info@ukfibromyalgia.com),  
<http://ukfibromyalgia.com/index.php> - An independent information and advice website for people with Fibromyalgia.

Headway Dorset, Bradbury House, 190 Bagnall Road, Old Basford, Nottingham, NG6 8SF, Tel: 0808 800 2244, Email:  
[helpline@headway.org.uk](mailto:helpline@headway.org.uk) <https://www.headway.org.uk/>

Headway helps brain injury survivors come to terms with their new circumstances, re-integrate into family and community life, and maximise their opportunities and choices. Practical and emotional support is available to families and carers. Locally in Dorset there is a Befriending and Activities Group offering weekly drop-ins at various venues throughout Bournemouth and Poole, weekly football sessions, and an allotment during the summer. Other social and activity groups are also available, for further details contact Adrian Stark on [buddy@headway.org.uk](mailto:buddy@headway.org.uk) .

Huntington's Disease Association (HDA), Suite 24, Liverpool Science Park IC1, 131 Mount Pleasant, Liverpool, L3 5TF, Tel: 0151 331 5444, Email: [info@hda.org.uk](mailto:info@hda.org.uk) (<mailto:info@hda.org.uk>) <https://www.hda.org.uk/huntingtons-disease>

Caring for someone with Huntington's can be challenging. It can be helpful to meet up with other people who understand what you are experiencing as you can relate to each other's experiences and offer emotional and practical support. Huntington's

Disease Association supports volunteers who run support groups for people affected by Huntington's throughout the country. The groups are informal and are run to meet the needs of the people who attend. For more information contact HDA on 0151 331 5444 or email [info@hda.org.uk](mailto:info@hda.org.uk) or contact the local Dorset support group via Facebook on

<https://www.facebook.com/HuntingtonsDiseaseAssociationDorsetBranch/>

MS Society – Bournemouth & District, The Osborne Centre, Church Lane, West Parley, Dorset, BH22 8TS.

MS Society offer information and advice to carers, along with occasional social events and get togethers to give carers in Bournemouth and surrounding district a break from their caring duties. There are also regular meetings for carers, and facilities for the cared for people affected by MS. For more details contact Shirley Worner on 07740473207, email [shirley.worner@ntlworld.com](mailto:shirley.worner@ntlworld.com) or visit <http://www.ms-bournemouth.org.uk/carers/> .



## CARER SUPPORT GROUPS RUN BY CARERS

### Carer Support Groups run by Carers

Throughout Dorset there are Carer Support Groups run by carers themselves in a voluntary capacity or supported through funding via local authorities, community projects, or charities. These groups give carers the ideal opportunity to meet with other people who fully understand the caring role, are a chance to socialize and meet new friends, and enable members to catch up with and exchange information and advice about caring, or listen to invited speakers who are visiting the group. The groups may meet up in a local café, pub, or restaurant, or arrange to meet each other for a walk, outing or social event. Others meet on a regular basis in local community or church halls and may offer a more structured group with practical advice about the caring role. For further information about groups taking place in your area contact your local Adult Social Care team:

Bournemouth Carers Support Service: 01202 458204

Dorset Direct: 01305 221016 (East Dorset)

Locally funded support projects and/or support groups for carers within Bournemouth, Poole, Christchurch & East Dorset.

East Boro – Sitting Service, Faulkner House, 31, West Street, Wimborne, Dorset, BH21 1JS,  
Tel: 01202 883503, Email: [info@ebht.org.uk](mailto:info@ebht.org.uk)<http://www.ebht.org.uk>

East Boro provide a sitting service to support carers in their caring role by enabling them to take a break while a fully trained sitter takes care of the cared for person. The service provides staff to care for:

- Older people
- People with sensory loss
- People with learning disabilities
- People with physical disabilities
- People with a mental health problem

The sitter can provide companionship, support and personal care, support to access social

opportunities or just go out for a walk. Contact office for further details of costs and availability.

FACE – Carers' Group – meets at the Owen Room, Immanuel Church, Southbourne, Bournemouth on the first Thursday of the month between 2pm – 3.30pm. There is also an evening carers meeting at the Ludo Lounge, Southbourne Grove on the fourth Wednesday of the month starting at 7.30pm. Contact Anita Erskine on 01202 207300.

Faithworks – FOCUS – Befrienders for Carers – Faithworks match carers to volunteer befrienders who can meet up with you for a chat at home or a local meeting point such as a café, or alternatively one of the telephone befriending team can contact you on a regular basis just to chat. For further details contact Faithworks on 01202 429037 or go online at <https://faithworkswessex.org.uk/projects/hope-for-carers/befriending/>

Prama – PramaLife

Prama run a range of support groups and social opportunities for carers, and older or vulnerable people throughout Bournemouth, Poole, Christchurch and East Dorset. The groups range from Carers Support Groups, and Respite Groups, through to Saturday Clubs, Memory Clubs, Pop-In clubs to Specialist clubs for hobbies and interests. For further details about all that's available contact Prama on 01202 207300 or go online at [https://www.pramacare.org.uk/Community\\_Groups.html](https://www.pramacare.org.uk/Community_Groups.html) .

Prama Carers Groups

Wednesday – 10.30am – 12.30pm Carers' Café, Alderholt Chapel, 3-5 Hillbury Road, Fordingbridge SP6 3BQ, contact Carol 07867354588 or 01202 207300.

Wednesday – 2pm – 3.30pm (4<sup>th</sup> Wednesday of the month) St Dunstan's Church Lounge, Upton, Poole BH16 5JA, contact Bridget on 01202 207310.

Thursday 10.30am – 12 noon (1<sup>st</sup> Thursday of the month) Barrington Centre, Penny's Walk, Ferndown, BH22 9TH, contact Carol on 07867354588 or 01202 207300.

Thursday 2pm – 3.30pm (1<sup>st</sup> Thursday of the month) Immanuel Church, 120 Southbourne, Bournemouth, BH6 3QJ, contact Carol on 07867354588 or 01202 207300.

Friday 10.30am – 12.30pm (3<sup>rd</sup> Friday of the month) St John's Church Hall, Wimborne, BH21 1AE, contact Carol on 07867354588 or 01202 207300.

Support for carers via Adult Social Care and local providers

## Carers Concession Card Scheme

As a registered carer in Bournemouth, Poole, or Dorset you are eligible for the Carers Card Scheme which gives you access to discounts on a range of goods and services such as:

- days out and activities
- travel and holidays
- health and beauty
- sport and fitness
- places to eat and drink

The card will be sent to you when you register as a carer, further information is available from the Carers Centre (see below) or <https://www.mylifemycare.com/carers-card> or contact 01305 221016.

## Carers in Crisis

Carers in Crisis is a free to join service provided by Adult Social Care across Bournemouth, Poole, and Dorset as an emergency back-up plan to help the person you care for. If you the carer are taken ill, have an accident, or are unable to provide your normal level of care due to an emergency Carers in Crisis can provide support. The service call centre is available 24hrs a day, 7 days a week, and when contacted staff will put in place actions agreed by you to ensure your cared for person is informed of the situation and that their care needs are met. As part of the scheme you will be provided with a card and a key fob showing you are a carer, with the call centre number and your unique reference number. In the event of an emergency anyone can contact the call centre on your behalf. For further details contact your local Adult Social Care office to register:

Bournemouth Carers Support Service: 01202 458204

Dorset Direct: 01305 221016 (East Dorset)

Poole Adult Social Care Help Desk: 01202 633902 or email:[sshelpdesk@poole.gov.uk](mailto:sshelpdesk@poole.gov.uk)

Or you can register online at:

<http://www.crispweb.org/carers-forms/join-carers-information-service.aspx>

General support, information and advice for carers is available from:

### The Carers Centre (CRISP)

St Ambrose Cottage

Alumhurst Road

Westbourne

BH4 8ER

Tel: 01202 458204

Pop-in available on Tuesday 2 – 4pm and Friday 10am – 12pm for Bournemouth and Poole residents. No need for an appointment, just come along. Refreshments provided. Carers Support



Service available Monday – Friday during office hours.

Carers Moving Forward – A group for carers whose caring role has ceased. The group offers support to people who are adjusting to changes in circumstances that occur when your caring role ceases. Meets Wednesday 10am – 12 noon, refreshments provided.

Carers' Social Groups – groups funded by CRISP:

- Care Free Choir – Monday 10.30am – 12 noon at St Osmund's Church, Parkstone, contact Chrissy on 07840976584.
- Carers Coffee Group – 1<sup>st</sup> Thursday of the month, between 11am – 12 noon at Pause Cat Café, 119 Old Christchurch Road, Bournemouth, BH1 1EP – meet up with other carers, and cats! Contact Mandy at Faithworks on 01202 429037 or 07704968338.
- Carers Reading and Social Group – 1<sup>st</sup> Tuesday of the month between 2pm -3pm at Rossmore Library, Herbert Avenue, BH12 4HR. Contact Pauline Lawrence on 01202 280441, email [paulinegibbons59@hotmail.co.uk](mailto:paulinegibbons59@hotmail.co.uk)
- Carers' Social Group – last Wednesday of the month, between 2.30pm – 4pm at Canfor Heath Library, Mitchell Road, Canford Heath, Poole BH17 8UE. Contact 01202 678955.
- Coffee and Conversation for Men – 3<sup>rd</sup> Thursday of the month between 10am – 12 noon at The Leonardo Trust, 5 Dunyeats Road, Broadstone, BH18 8AA. Contact Support for Carers at Leonardo Trust on 01202 698325, email [info@leonardotrust.org](mailto:info@leonardotrust.org) .
- Coffee for Carers – 2<sup>nd</sup> Wednesday of the month, between 10am – 12 noon at the Leonardo Trust, 5 Dunyeats Road, Broadstone, BH18 8AA. Contact The Leonardo Trust on 01202 698325, email [info@leonardotrust.org](mailto:info@leonardotrust.org) .
- Meridian Events – social events for carers only, and/or carers and their cared for person. Two booked events per carer per month £6 per event. Activities range from day trips, theatre or cinema visits, through to meals at a local restaurant, bar or café.

Residents of Christchurch and East Dorset need to contact Dorset Direct on 01305 221016 or go online at <https://www.mylifemycare.com/support-and-services-for-carers/carers-information-service>.

Help & Care, The Pokesdown Centre, 896 Christchurch Road, Bournemouth, BH7 6DL  
Tel: 0300 111 3303, Email:[contact@helpandcare.org.uk](mailto:contact@helpandcare.org.uk), <https://www.helpandcare.org.uk/>

Caring for a loved one or relative can be hard work, so Help & Care are here to support carers in as many ways as we can, be it giving information and advice, advocacy and support, or practical help with home repairs or adaptations. Call 0300 111 3303 for information and advice or to discuss any concerns you may have, or visit our website for:

- Factsheets; “Carers’ Rights and Assessments”, “Carers Allowance”, and “Training and Practical Support for Carers”.  
<https://www.helpandcare.org.uk/services/information-and-signposting/>

- Advocacy <https://www.helpandcare.org.uk/services/support-planning-and-advocacy/>
- Handiworks Plus  
<https://www.helpandcare.org.uk/services/home-and-gardening-maintenance/>

You can also pop in to our office if you wish, or call to make an appointment.

Leonardo Trust, 5 Dunyeats Road, Broadstone, Poole, Dorset, BH18 8AA

Tel: 01202 698325, Email: [info@leonardotrust.org](mailto:info@leonardotrust.org)<http://leonardotrust.org/>

Independent local charity to help carers in Dorset who care for a sick or disabled relative or friend at home. Funding available to help with a variety of needs, information and advice about your caring role, access to local services. Contact office for further information.

## Support from your GP Surgery

You can also register as a carer at your GP surgery (this is separate to registering with the local authority). Many surgeries have a dedicated member of staff within the practice (sometimes called a Carers Lead) who can advise patients on how the practice can support your caring needs.



## LEARNING DISABILITIES AND LEARNING DIFFICULTIES SUPPORT GROUPS

Autism Wessex, 22A Bargates, Christchurch, BH23 1QL, Tel: 01202 483360, Email: [enquiries@autismwessex.org.uk](mailto:enquiries@autismwessex.org.uk)  
<https://www.autismwessex.org.uk/pages/4>

Support for people affected by Autism, their families and carers.

Carers' Forums – A chance for carers of people with a learning disability in the Bournemouth and Poole areas to discuss their issues and raise awareness in the community. For further information contact Dorset Advocacy on 01305 251033 or contact Sam on 07854 154948, email: [sam@dorsetadvocacy.co.uk](mailto:sam@dorsetadvocacy.co.uk) or go online at

<http://www.dorsetadvocacy.co.uk/project-services/carers-representation/>

Dorset Adult Asperger's Support Group

Support for people affected by Asperger's, families and carers. Services include:

- *Information, advice, training and advocacy*
- *Identification of gaps in service provision*
- *Co-operation with other agencies to promote understanding and support*

Meetings are held at RM K103, Bournemouth University, Talbot Campus, Wallisdown, BH12 5BB on the 3<sup>rd</sup> Tuesday of the month beginning at 7.30pm. For further information contact the volunteer helpers on 07818 173390 or 07789521758.

Mencap – advice, information and support for the parents and carers of someone with learning disabilities. Local support and activity groups available.

<https://www.mencap.org.uk/search/groups?search=&submitted=&location=Dorset&x=34&y=30>



## MENTAL HEALTH, AND ADDICTIONS SUPPORT GROUPS

EDAS – Essential Drugs and Alcohol Service, 56 Ashley Road, Poole, BH14 9BN, Tel: 01202 733322, <https://www.edasuk.org/> - Practical recovery based support for people affected by substance abuse. Support, information and advice for families, carers, and concerned others.

FRANK – Talk to FRANK – if you are a concerned friend or relative of someone who is experiencing problems with drugs or substance abuse you can seek information, help and advice by contacting FRANK (friendly, confidential drugs advice) on 0300 123 6600 or visit <http://www.talktofrank.com/>

Mental Health Support Group, The Carers Centre, St Ambrose Cottage, Alumhurst Road, Westbourne, BH4 8ER, Tel: 01202 584440. Support group meetings once a month on a Monday afternoon. For further details contact 01202 584440.

OCD Dorset (Poole) – OCD, BDD & Hoarding Support Group

<http://www.ocdaction.org.uk/i-need-information-support> - Peer led OCD group for people affected by OCD, BDD, or Hoarding Issues. Group is also open to family members and carers (minimum age 18). Meetings are on the first Friday of the month between 7pm – 9pm and are very friendly and relaxed. For further details contact Stephen on 07833 692307 or Chris on 07512 190058. National website for OCD Action is <http://www.ocdaction.org.uk/i-need-information-support> where there is further advice and information resources, Helpline number is 0845 390 6232.

Picking up the Pieces – for carers of people affected by drugs and alcohol, 'R-Hub', Unit 1 Station Approach, Boscombe, BH1 4NB - Meets every alternate Monday, from 6.30pm – 8.30pm. For further information contact 07552 913825.

REACH – Drug and Alcohol Services – Reach is a partnership between EDP Drug & Alcohol Services (EDP), Avon and Wiltshire Mental Health Partnership Trust (AWP) and Essential Drug and Alcohol Services (EDAS) offering advice, information, and intervention services to drug and alcohol users or anyone concerned about someone's use (friends, family, carers). Services include whole family support and interventions, and are available across Dorset. There are three contact hub areas, each offering services from further satellite locations. The hub for the Bournemouth, Poole, Christchurch and East Dorset area is:

Reach East – 45 Bargates, Christchurch, BH23 1QD, Tel: 01202 482 908. Further information is available from <http://www.edp.org.uk/reach/>.

Richmond Fellowship – East Dorset Community Service, Baileys, 131 Barrack Road, Christchurch, BH23 2AW, Tel: 01202

496267

<http://www.richmondfellowship.org.uk/dorset/east-dorset-community-service/#toggle-id-3> - Recovery focused activities, training and one-to-one for people with mental health problems. Carers support service offers one to one support, respite opportunities, and a support group. Contact 01202 496267 for further information and support.

Restored – for carers of people with an eating disorder, Life House, 715 Wimborne Road, Bournemouth, BH9 2AU, Tel: 01202 378822 - Meet with Eating Disorders Services every Wednesday between 7.30pm – 8.45pm. For further information call 01202 378822.

SHARP – Action on Addiction, Clouds Building, 1A Station Approach, Off Ashley Road, Bournemouth, BH1 4NB, Tel: 01202 399723, Email: [crbmth@actiononaddiction.org.uk](mailto:crbmth@actiononaddiction.org.uk) [www.actiononaddiction.org.uk](http://www.actiononaddiction.org.uk) - Support towards and during your recovery process from drug or alcohol addiction. Information, advice, training and support for families, carers, and concerned others. For further information contact 01202 399723.



## SUPPORT FOR PARENT CARERS (INCLUDING YOUNG ADULTS AGED 18 - 25)

Below are details of services available to parents caring for a disabled child, in some circumstances the range of these services extends to young adults aged 18 – 25. Some of the services are already dealt with by the organisations mentioned above in this factsheet, others may have very specific services for children. Further more detailed information about eligibility is available from your local authority Children's Services:

Bournemouth Children's Social Care: Tel: 01202 458101, Children's Information Services: Tel: 01202 456222

<https://www.bournemouth.gov.uk/childreducation/LocalOffer/LocalOffer.aspx>, <https://www.bournemouth.gov.uk/childreducation/ChildrensSocialCare/ChildrensSocialCare.aspx>

Dorset Family Information Service: via Dorset Direct Tel: 01305 221016, Email: [familyinfo@dorsetcc.gov.uk](mailto:familyinfo@dorsetcc.gov.uk), <https://www.dorsetforyou.gov.uk/aboutfis>

<https://www.dorsetforyou.gov.uk/childrens/sen-disability/local-offer>

The Xchange – news and information service for Dorset based families. <http://search3.openobjects.com/kb5/dorset/aiminghigh/home.page>

Poole Children's Social Care: 01202 735046. Family Information Service: 01202 261999. <http://archive.poole.gov.uk/health-and-social-care/childrens-social-care/>

<https://selfservice.boroughofpoole.com/popup.aspx/RenderForm/?F.Name=omwerMT24VA>

Cystic Fibrosis – information and advice for people caring for a child with Cystic Fibrosis <https://www.cysticfibrosis.org.uk/>

Disabled Children's Partnership – work to raise awareness of and campaign for the rights of disabled children by improving understanding of the issues that affect their everyday lives <https://disabledchildrenspartnership.org.uk/> .

Dorset Deaf Children's Society – Information, advice and support for the families and carers of hearing impaired children in Dorset. Contact Shirley Sorbie on 01202 571089, email [info@dorsetdcs.co.uk](mailto:info@dorsetdcs.co.uk) <https://www.dorsetdcs.co.uk/> .

Dorset ADHD Support Group – support for parents and carers of children and young people with ADD/ADHD. Regular meetings for parents, carers, and professionals. For further details contact 01305 768297, email: [adhdsupportgroup@btinternet.com](mailto:adhdsupportgroup@btinternet.com) .

Family Fund – support, information and advice, access to grants for families and carers of disabled children  
<https://www.familyfund.org.uk/> .

Mencap – advice, information and support for the parents and carers of a child or young person with learning disabilities. Local support and activity groups available.

<https://www.mencap.org.uk/search/groups?search=&submitted=&location=Dorset&x=34&y=30>

National Deaf Children's Society – advice, information and support for parents and carers of hearing impaired children. Contact 0808 800 8880 email [helpline@ndcs.org.uk](mailto:helpline@ndcs.org.uk) [http://www.ndcs.org.uk/family\\_support/index.html](http://www.ndcs.org.uk/family_support/index.html)



## FURTHER USEFUL NATIONAL ORGANISATIONS

Carers Direct – NHS Choices – A national helpline run by the NHS Choices providing information and advice for carers. Call 0300 123 1053 or go online at: <https://www.nhs.uk/conditions/social-care-and-support/carers-direct-helpline/>?

Carers UK, 20 Dover Street, London, SE1 4LX, email:

[info@carersuk.org](mailto:info@carersuk.org) <https://www.carersuk.org/> a membership organisation that campaigns to improve services and support for carers nationwide. General advice and information available via the website for anyone interested in carers needs.

Carers Trust, 32 – 36 Loman Street, London, SE1 0EH, Tel: 0300 772 9600, Email: [info@carers.org](mailto:info@carers.org) <https://carers.org/> - works to improve services and support for carers through a network of quality assured independent partners and provision of grants to carers to help with their caring role.



